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Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

0010/PTO U.S. Department of Commerce 19538-05784 US Attorney Docket Number Patent and Trademark Office Rev. 6/95 Mark C. Pace First Named Inventor COMPLETE IF KNOWN **DECLARATION FOR** UTILITY OR DESIGN Application Number PLEASE ASSIGN PATENT APPLICATION Filing Date **FEBRUARY 12, 2001** Group Art Unit UNKNOWN [] Declaration [X] Declaration OR Examiner Name UNKNOWN Submitted after Submitted Initial Filing with Initial Filing

As a below named inventor, I hereby declare that:		
My residence, post office address, and citizenship a	re as stated below next to my name.	
I believe I am the original, first and sole inventor (if plural names are listed below) of the subject matter	only one name is listed below) or an original, first and joint inventor (if which is claimed and for which a patent is sought on the invention entitled:	
AUTOMATED SERVI	ICE SCHEDULING SYSTEM BASED ON CUSTOMER VALUE	
the specification of which	(Title of the Invention)	
[X] is attached hereto		
OR		
was filed on (MM/DD/YYYY) [as United States Application Number [] and was
amended on (MM/DD/YYYY) [] (if applicable).	
I hereby state that I have reviewed and understand t amended by any amendment specifically referred to	he contents of the above identified specification, including the claims, as above.	
I acknowledge the duty to disclose information whi Regulations. § 1.56.	ch is material to patentability as defined in Title 37 Code of Federal	

I hereby claim foreign priority benefits under Title 35, United States Code § 119 (a)-(d) or § 385(b) of any foreign application(s) for patent or inventor's certificate, or § 365 (a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application	Country	Foreign Filing Date	Priority	Certified Co	py Attached?
Number(s)		(MM/DD/YYYY)	Not Claimed	YES	NO
			[]	[]	[]
			[]	[]	[]
			[]	[]	[]
			[]	[]	[]
					[]

[] Additional foreign application numbers are listed on a supplemental priority sheet attached hereto:

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below.										
Application Number(s) Filing Date (MM/DD/YYYY) [] Additional provisional										
60/245,903	November 3, 2000	application numbers are								
		listed on a supplemental								
		sheet attached hereto.								

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DEC		Page 2									
I hereby claim the benefit under Title 35, United States Code § 120 of any United States application(s), or § 365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of Title 35, United States Code § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application.											
U.S. Parent Application	PCT Pa			Parent Fili			Ps	arent Pate	nt Numbe		
Number	Numl			(MM/DD/YYYY)				(if applicable)			
[] Additional U.S. or PCT international application numbers are listed on a supplemental priority sheet attached hereto. As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and to transact all											
business in the Patent and Trac	lemark Office con	nnected there	with:	a or agenic) to pros	court till	о аррио	ation and	to transac	t an	
Name Robert R. Sach		Registration Number 42,120	on			Name Raubvo	gel		Nur	tration nber 070	
Additional attorney(s) and/or agent(s) named on a supplemental sheet attached hereto. Please direct all correspondence to: Robert R. Sachs Fenwick & West LLP Two Palo Alto Square Palo Alto, CA 94306 U.S.A. Telephone (415) 875-2410 Fax (415) 281-1350											
				Fax) 281-13		·			
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.											
Name of Sole or First In				as been file	d for this	unsign	ed inven	tor			
Given Name Mark		itial C.		amily Jame P	ace	r	<u></u>		Suffix e.g. Jr.		
Inventor's Signature						Date					
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City Las Vegas		State	NV	Zip 8	9135	C	Country	USA			
[X] Additional inventors are be	ing named on sur	[X] Additional inventors are being named on supplemental sheet(s) attached hereto									

DECLARATION						ADDITIONAL INVENTOR(S) Supplemental Sheet									
Name of Additional Joint Inventor, if any:							A petition has been filed for this unsigned inventor								
Given Name	Thomas		Mid Initi	dle	w.		Family Name	C	Cook					Suffix e.g. Jr.	
Inventor's Signature		Date													
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Given Name			Mid Initi				Family Name							Suffix e.g. Jr.	
Inventor's Signature							Date								
Residence	: City			Stat	e		Cou	ntry				Citi	zenship		
Mailing A	ddress			·											
Mailing A	ddress														
City				Sta	ite		Zip Country								
Name o	f Addit	ional Joint Inventor	r, if a	ny:	Τ	[]	A pet	tion h	as been	filed for	this	unsig	ned inv	entor	. 1
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Inventor's Signature							Date								
Residence	: Cıty	State					Country Cit					Citi	itizenship		
Mailing A	ddress														
Mailing A	ddress						<u>.</u>						,		
City				Sta	ite		Zi			(Coun	try			,
Name o	Name of Additional Joint Inventor, if any: [] A petition has been filed for this unsigned inventor														
Given Middle Name Initial						Family Suffix Name e.g. Jr.									
Inventor's Signature						***				Date					
Residence: City State					Country Citizenship										
Mailing Address															
Mailing A	ddress														
City				Sta	ite		Zi	,		(Coun	try			
[] Additi	onal inve	ntors are being named on	supple	ement	al sh	eet(s) attach	ed her	eto						